

DWS Incident Report September 2012

As of 10/11/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Development	Clifford Tomlinson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Server Support Team	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Services	Bart Purser	1 0	15 1	1 0	17 1
		Dustin Crump	0 0	3 0	0 0	3 0
		Ken Ainge	0 0	4 1	0 0	4 1
		Martin Gonzalez	0 0	7 7	0 0	7 7
		None	0 0	7 0	0 0	7 0
		Paul Lundell	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	6 0	0 0	6 0

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Services	Assigned to Individual Total	1 0	44 10	1 0	46 10
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	6 2	0 0	6 2
		David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Application Support - EREP Data Processing	David Moffitt	0 0	7 1	0 0	7 1
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Application Support - EREP Systems	David Moffitt	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Application Support - MyCase	Ilya Oyzerskiy	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - Single Signon	Justin Miller	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UI Web	Bret Baker	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	6	0	6
			0	0	0	0
		Jeff Pryor	0	1	0	1
			0	0	0	0
		Shane Otvos	0	60	0	60
			0	1	0	1
	Application Support - Web Dev	Assigned to Individual Total	0	67	0	67
			0	1	0	1
		Chad Thompson	0	6	1	7
			0	0	0	0
		Dave Clark	0	3	0	3
			0	0	0	0
		Justin Miller	0	1	0	1
			0	0	0	0
		Sudha Rajamani	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	12	1	13
			0	0	0	0

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Campus Networking	David Sedei	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 4	0 0	4 4
		Eileen Dubach	0 0	2 2	0 0	2 2
		James Stearns	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	5 5	0 0	5 5
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	19 17	0 0	19 17
	Metro A Desktop Support	Adam Staks	0 0	29 3	0 0	29 3
		Austin Schultz	0 0	1 0	0 0	1 0
		Burton Brown	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Eric Sedgwick	0 0	6 1	0 0	6 1
		Kraig Ellis	0 0	37 3	1 0	38 3
		Michael Barth	0 0	15 0	0 0	15 0
		Mike Beynon	0 0	8 2	0 0	8 2
		Robert Wall	1 0	4 2	0 0	5 2
		Rodney Austin	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	30 3	0 0	30 3
		Assigned to Individual Total	1 0	132 14	1 0	134 14
	Metro A Help Desk	Ed Conrad	0 0	230 179	0 0	230 179
		Edward Fortner	0 0	137 112	0 0	137 112
		Liz Evans	0 0	182 130	2 0	184 130
		Assigned to Individual Total	0 0	549 421	2 0	551 421
	Metro A Hosting	Tom Carney	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	3 1	0 0	3 1
		Austin Farey	0 0	1 0	0 0	1 0
		Jay Locker	0 0	4 0	0 0	4 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	6 0	0 0	6 0
		Stephanie Young	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	22 1	0 0	22 1
	Metro B Help Desk	Gary Graham	0 0	2 1	0 0	2 1
		Todd Manning	0 0	6 5	0 0	6 5
		Val Shepherd	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 7	0 0	9 7
	Metro C Help Desk	Ross Owen	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Network Operations	Brian Chatwin	0 0	3 0	0 0	3 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	3 0	0 0	3 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Operations Production Control	Cal Brinton	0 0	25 23	0 0	25 23
		Christie Burnham	0 0	244 231	0 0	244 231
		Duane Hardy	0 0	34 28	0 0	34 28
		Assigned to Individual Total	0 0	303 282	0 0	303 282
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	6 6	0 0	6 6
		Jeremy Standifird	0 0	10 1	0 0	10 1
		Jessica Purcell	0 0	4 2	0 0	4 2

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Paul Petersen	0 0	3 1	0 0	3 1
		Rod Montoya	0 0	43 42	0 0	43 42
		Ron LeBaron	0 0	3 3	0 0	3 3
		Todd Hardy	0 0	7 7	0 0	7 7
		Troy Morris	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	82 66	0 0	82 66
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	8 7	0 0	8 7
		Kim Ratushniak	0 0	12 12	0 0	12 12
		Neil Smedley	0 0	11 4	0 0	11 4
		Rodney Peterson	0 0	14 11	0 0	14 11
		Ruston McKay	0 0	30 30	0 0	30 30
		Ryan Casey	0 0	3 2	0 0	3 2
		Wayne Higgs	0 0	8 1	0 0	8 1

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Workforce Services

			High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Assigned to Individual Total	0	92	0	92
			0	67	0	67
	Rural South Desktop Support	Doug Chaston	0	8	0	8
			0	7	0	7
		Doug Thornton	0	3	0	3
			0	3	0	3
		Joel Finlinson	0	1	0	1
			0	1	0	1
		Lance Nay	0	15	0	15
			0	9	0	9
		Lane Adams	0	7	0	7
			0	1	0	1
		Ryan Bennett	0	5	0	5
			0	1	0	1
		Scott Jesienouski	0	8	0	8
			0	1	0	1
		Assigned to Individual Total	0	47	0	47
			0	23	0	23
	Strategic Communications	Luis Larios	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Tech Support	Bill Brandon	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	4	0	4
			0	4	0	4

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Workforce Services

			High	Low	Medium	FCR Total	
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0	4 4	0 0	4 4	
	Voice Engineering	Tony DiConza	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Voice Operations	Gail Christiansen	0 0	8 0	0 0	8 0	
		James Gifford	0 0	1 1	0 0	1 1	
		Julie Sabato	0 0	1 0	0 0	1 0	
		Kelly Johnson	0 0	4 0	0 0	4 0	
		Leon Owen	0 0	3 0	0 0	3 0	
		Romanza Hamblin Sorensen	0 0	19 8	0 0	19 8	
		Assigned to Individual Total	0 0	36 9	0 0	36 9	
		Voice/Data/WAN Services	Spencer Blodgett	0 0	4 0	0 0	4 0
	Assigned to Individual Total		0 0	4 0	0 0	4 0	
	Assigned Group Total		2 0	1,481 930	5 0	1,488 930	
	Customer Company Total			2 0	1,481 930	5 0	1,488 930

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Development	Clifford Tomlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Server Support Team	Doug Law	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Services	Bart Purser	1 0	15 0	1 0	17 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Ken Ainge	0 0	4 0	0 0	4 0
		Martin Gonzalez	0 0	7 1	0 0	7 1
		None	0 0	7 0	0 0	7 0
		Paul Lundell	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	6 2	0 0	6 2

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Services	Assigned to Individual Total	1 0	44 4	1 0	46 4
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	6 2	0 0	6 2
		David Moffitt	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	7 3	0 0	7 3
	Application Support - EREP Data Processing	David Moffitt	0 0	7 5	0 0	7 5
		Assigned to Individual Total	0 0	7 5	0 0	7 5
	Application Support - EREP Systems	David Moffitt	0 0	8 6	0 0	8 6
		Assigned to Individual Total	0 0	8 6	0 0	8 6
	Application Support - MyCase	Ilya Oyzerskiy	0 0	1 1	0 0	1 1

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Single Signon	Justin Miller	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UI Web	Bret Baker	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	6	0	6
			0	3	0	3
		Jeff Pryor	0	1	0	1
			0	1	0	1
		Shane Otvos	0	60	0	60
			0	18	0	18
		Assigned to Individual Total	0	67	0	67
			0	22	0	22
	Application Support - Web Dev	Chad Thompson	0	6	1	7
			0	1	1	2
		Dave Clark	0	3	0	3
			0	1	0	1
		Justin Miller	0	1	0	1
			0	0	0	0
		Sudha Rajamani	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	12	1	13
			0	3	1	4

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Campus Networking	David Sedei	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	5 0	0 0	5 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Metro A Desktop Support	Adam Staks	0 0	29 0	0 0	29 0
		Austin Schultz	0 0	1 0	0 0	1 0
		Burton Brown	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Eric Sedgwick	0 0	6 0	0 0	6 0
		Kraig Ellis	0 0	37 1	1 0	38 1
		Michael Barth	0 0	15 0	0 0	15 0
		Mike Beynon	0 0	8 0	0 0	8 0
		Robert Wall	1 0	4 0	0 0	5 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	30 0	0 0	30 0
		Assigned to Individual Total	1 0	132 1	1 0	134 1
	Metro A Help Desk	Ed Conrad	0 0	230 0	0 0	230 0
		Edward Fortner	0 0	137 0	0 0	137 0
		Liz Evans	0 0	182 0	2 0	184 0
		Assigned to Individual Total	0 0	549 0	2 0	551 0
	Metro A Hosting	Tom Carney	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Austin Farey	0 0	1 0	0 0	1 0
		Jay Locker	0 0	4 0	0 0	4 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	6 0	0 0	6 0
		Stephanie Young	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	22 0	0 0	22 0
	Metro B Help Desk	Gary Graham	0 0	2 1	0 0	2 1
		Todd Manning	0 0	6 0	0 0	6 0
		Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Metro C Help Desk	Ross Owen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Network Operations	Brian Chatwin	0 0	3 0	0 0	3 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	3 0	0 0	3 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Operations Production Control	Cal Brinton	0 0	25 0	0 0	25 0
		Christie Burnham	0 0	244 0	0 0	244 0
		Duane Hardy	0 0	34 0	0 0	34 0
		Assigned to Individual Total	0 0	303 0	0 0	303 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	6 0	0 0	6 0
		Jeremy Standifird	0 0	10 0	0 0	10 0
		Jessica Purcell	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Paul Petersen	0 0	3 1	0 0	3 1
		Rod Montoya	0 0	43 0	0 0	43 0
		Ron LeBaron	0 0	3 0	0 0	3 0
		Todd Hardy	0 0	7 0	0 0	7 0
		Troy Morris	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	82 1	0 0	82 1
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	8 1	0 0	8 1
		Kim Ratushniak	0 0	12 0	0 0	12 0
		Neil Smedley	0 0	11 1	0 0	11 1
		Rodney Peterson	0 0	14 0	0 0	14 0
		Ruston McKay	0 0	30 0	0 0	30 0
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	8 0	0 0	8 0

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Workforce Services

			High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Assigned to Individual Total	0	92	0	92
			0	2	0	2
	Rural South Desktop Support	Doug Chaston	0	8	0	8
			0	0	0	0
		Doug Thornton	0	3	0	3
			0	0	0	0
		Joel Finlinson	0	1	0	1
			0	0	0	0
		Lance Nay	0	15	0	15
			0	2	0	2
		Lane Adams	0	7	0	7
			0	0	0	0
		Ryan Bennett	0	5	0	5
			0	0	0	0
		Scott Jesienouski	0	8	0	8
			0	0	0	0
		Assigned to Individual Total	0	47	0	47
			0	2	0	2
	Strategic Communications	Luis Larios	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Tech Support	Bill Brandon	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	4	0	4
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice Engineering	Tony DiConza	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	8 0	0 0	8 0
		James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	4 0	0 0	4 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	19 0	0 0	19 0
		Assigned to Individual Total	0 0	36 0	0 0	36 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Assigned Group Total		2 0	1,481 56	5 1	1,488 57
Customer Company Total			2 0	1,481 56	5 1	1,488 57

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Development	Clifford Tomlinson	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	1 0.68	0 0.00	1 0.68
	Application Server Support Team	Doug Law	0 0.00	1 24.38	0 0.00	1 24.38
		Assigned to Individual Total	0 0.00	1 24.38	0 0.00	1 24.38
	Application Services	Bart Purser	1 0.45	15 0.03	1 0.00	17 0.05
		Dustin Crump	0 0.00	3 0.14	0 0.00	3 0.14
		Ken Ainge	0 0.00	4 0.00	0 0.00	4 0.00
		Martin Gonzalez	0 0.00	7 0.30	0 0.00	7 0.30
		None	0 0.00	7 0.00	0 0.00	7 0.00
		Paul Lundell	0 0.00	2 0.62	0 0.00	2 0.62
		Tony Larsen	0 0.00	6 0.57	0 0.00	6 0.57

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			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Assigned to Individual Total	1 0.45	44 0.17	1 0.00	46 0.17
	Application Support - Content Manager	Nate Olson	0 0.00	2 0.36	0 0.00	2 0.36
		Randall Ottesen	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	3 0.43	0 0.00	3 0.43
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	1 0.61	0 0.00	1 0.61
	Application Support - EFIND	Anhkim Le	0 0.00	6 145.30	0 0.00	6 145.30
		David Moffitt	0 0.00	1 221.80	0 0.00	1 221.80
		Assigned to Individual Total	0 0.00	7 156.23	0 0.00	7 156.23
	Application Support - EREP Data Processing	David Moffitt	0 0.00	7 235.57	0 0.00	7 235.57
		Assigned to Individual Total	0 0.00	7 235.57	0 0.00	7 235.57
	Application Support - EREP Systems	David Moffitt	0 0.00	8 240.25	0 0.00	8 240.25
		Assigned to Individual Total	0 0.00	8 240.25	0 0.00	8 240.25
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	1 5.63	0 0.00	1 5.63

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0 0.00	1 5.63	0 0.00	1 5.63
	Application Support - Single Signon	Justin Miller	0 0.00	1 0.71	0 0.00	1 0.71
		Assigned to Individual Total	0 0.00	1 0.71	0 0.00	1 0.71
	Application Support - UI Web	Bret Baker	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	6 0.86	0 0.00	6 0.86
		Jeff Pryor	0 0.00	1 2.69	0 0.00	1 2.69
		Shane Otvos	0 0.00	60 0.78	0 0.00	60 0.78
		Assigned to Individual Total	0 0.00	67 0.82	0 0.00	67 0.82
	Application Support - Web Dev	Chad Thompson	0 0.00	6 0.88	1 1.09	7 0.91
		Dave Clark	0 0.00	3 0.88	0 0.00	3 0.88
		Justin Miller	0 0.00	1 0.26	0 0.00	1 0.26
		Sudha Rajamani	0 0.00	2 0.80	0 0.00	2 0.80
		Assigned to Individual Total	0 0.00	12 0.81	1 1.09	13 0.84

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Campus Networking	David Sedei	0 0.00	3 0.57	0 0.00	3 0.57
		Assigned to Individual Total	0 0.00	3 0.57	0 0.00	3 0.57
	Capitol Hosting	Doug Law	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	4 0.11	0 0.00	4 0.11
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	5 0.00	0 0.00	5 0.00
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	19 0.02	0 0.00	19 0.02
	Metro A Desktop Support	Adam Staks	0 0.00	29 0.04	0 0.00	29 0.04
		Austin Schultz	0 0.00	1 0.06	0 0.00	1 0.06
		Burton Brown	0 0.00	1 0.06	0 0.00	1 0.06

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Eric Sedgwick	0 0.00	6 0.12	0 0.00	6 0.12
		Kraig Ellis	0 0.00	37 0.18	1 0.32	38 0.18
		Michael Barth	0 0.00	15 0.10	0 0.00	15 0.10
		Mike Beynon	0 0.00	8 0.07	0 0.00	8 0.07
		Robert Wall	1 0.93	4 0.27	0 0.00	5 0.40
		Rodney Austin	0 0.00	1 0.00	0 0.00	1 0.00
		Tracy VanderVaart	0 0.00	30 0.05	0 0.00	30 0.05
		Assigned to Individual Total	1 0.93	132 0.10	1 0.32	134 0.11
	Metro A Help Desk	Ed Conrad	0 0.00	230 0.02	0 0.00	230 0.02
		Edward Fortner	0 0.00	137 0.03	0 0.00	137 0.03
		Liz Evans	0 0.00	182 0.02	2 0.00	184 0.02
		Assigned to Individual Total	0 0.00	549 0.02	2 0.00	551 0.02
	Metro A Hosting	Tom Carney	0 0.00	4 0.26	0 0.00	4 0.26
		Assigned to Individual Total	0 0.00	4 0.26	0 0.00	4 0.26

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.04	0 0.00	3 0.04
		Austin Farey	0 0.00	1 0.16	0 0.00	1 0.16
		Jay Locker	0 0.00	4 0.11	0 0.00	4 0.11
		Mike Wilde	0 0.00	1 0.30	0 0.00	1 0.30
		Sean Chadbourne	0 0.00	6 0.03	0 0.00	6 0.03
		Stephanie Young	0 0.00	5 0.14	0 0.00	5 0.14
		Tyler Pearce	0 0.00	2 0.03	0 0.00	2 0.03
		Assigned to Individual Total	0 0.00	22 0.09	0 0.00	22 0.09
	Metro B Help Desk	Gary Graham	0 0.00	2 0.64	0 0.00	2 0.64
		Todd Manning	0 0.00	6 0.03	0 0.00	6 0.03
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.16	0 0.00	9 0.16
	Metro C Help Desk	Ross Owen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Brian Chatwin	0 0.00	3 0.07	0 0.00	3 0.07
		Dave Bodily	0 0.00	1 0.00	0 0.00	1 0.00
		Jared Elzinga	0 0.00	3 0.03	0 0.00	3 0.03
		Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Ostrander	0 0.00	6 0.35	0 0.00	6 0.35
		Assigned to Individual Total	0 0.00	14 0.17	0 0.00	14 0.17
	Operations Production Control	Cal Brinton	0 0.00	25 0.00	0 0.00	25 0.00
		Christie Burnham	0 0.00	244 0.01	0 0.00	244 0.01
		Duane Hardy	0 0.00	34 0.01	0 0.00	34 0.01
		Assigned to Individual Total	0 0.00	303 0.01	0 0.00	303 0.01
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	6 0.00	0 0.00	6 0.00
		Jeremy Standifird	0 0.00	10 0.07	0 0.00	10 0.07
		Jessica Purcell	0 0.00	4 0.02	0 0.00	4 0.02

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Paul Petersen	0 0.00	3 0.66	0 0.00	3 0.66
		Rod Montoya	0 0.00	43 0.00	0 0.00	43 0.00
		Ron LeBaron	0 0.00	3 0.00	0 0.00	3 0.00
		Todd Hardy	0 0.00	7 0.00	0 0.00	7 0.00
		Troy Morris	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	82 0.03	0 0.00	82 0.03
	Rural North Desktop Support	Dane Smith	0 0.00	6 0.34	0 0.00	6 0.34
		Don Higgs	0 0.00	8 0.23	0 0.00	8 0.23
		Kim Ratushniak	0 0.00	12 0.01	0 0.00	12 0.01
		Neil Smedley	0 0.00	11 0.35	0 0.00	11 0.35
		Rodney Peterson	0 0.00	14 0.05	0 0.00	14 0.05
		Ruston McKay	0 0.00	30 0.03	0 0.00	30 0.03
		Ryan Casey	0 0.00	3 0.02	0 0.00	3 0.02
		Wayne Higgs	0 0.00	8 0.17	0 0.00	8 0.17

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Assigned to Individual Total	0 0.00	92 0.12	0 0.00	92 0.12
	Rural South Desktop Support	Doug Chaston	0 0.00	8 0.00	0 0.00	8 0.00
		Doug Thornton	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	15 0.23	0 0.00	15 0.23
		Lane Adams	0 0.00	7 0.25	0 0.00	7 0.25
		Ryan Bennett	0 0.00	5 0.11	0 0.00	5 0.11
		Scott Jesienouski	0 0.00	8 0.25	0 0.00	8 0.25
		Assigned to Individual Total	0 0.00	47 0.17	0 0.00	47 0.17
	Strategic Communications	Luis Larios	0 0.00	1 2.57	0 0.00	1 2.57
		Assigned to Individual Total	0 0.00	1 2.57	0 0.00	1 2.57
	Tech Support	Bill Brandon	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	4 0.06	0 0.00	4 0.06

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	4 0.06	0 0.00	4 0.06
	Voice Engineering	Tony DiConza	0 0.00	1 1.49	0 0.00	1 1.49
		Assigned to Individual Total	0 0.00	1 1.49	0 0.00	1 1.49
	Voice Operations	Gail Christiansen	0 0.00	8 0.22	0 0.00	8 0.22
		James Gifford	0 0.00	1 0.28	0 0.00	1 0.28
		Julie Sabato	0 0.00	1 0.71	0 0.00	1 0.71
		Kelly Johnson	0 0.00	4 0.23	0 0.00	4 0.23
		Leon Owen	0 0.00	3 0.17	0 0.00	3 0.17
		Romanza Hamblin Sorensen	0 0.00	19 0.20	0 0.00	19 0.20
		Assigned to Individual Total	0 0.00	36 0.22	0 0.00	36 0.22
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	4 0.09	0 0.00	4 0.09
	Assigned Group Total		2 0.69	1,481 3.27	5 0.28	1,488 3.25
Customer Company Total			2 0.69	1,481 3.27	5 0.28	1,488 3.25

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Development	Clifford Tomlinson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Server Support Team	Doug Law	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Services	Bart Purser	1 0	15 1	1 0	17 1
		Dustin Crump	0 0	3 0	0 0	3 0
		Ken Ainge	0 0	4 1	0 0	4 1
		Martin Gonzalez	0 0	7 3	0 0	7 3
		None	0 0	7 0	0 0	7 0
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	6 1	0 0	6 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Services	Assigned to Individual Total	1 0	44 6	1 0	46 6
	Application Support - Content Manager	Nate Olson	0 0	2 0	0 0	2 0
		Randall Ottesen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Application Support - Data Warehouse	Drew Maxfield	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	6 2	0 0	6 2
		David Moffitt	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	7 3	0 0	7 3
	Application Support - EREP Data Processing	David Moffitt	0 0	7 7	0 0	7 7
		Assigned to Individual Total	0 0	7 7	0 0	7 7
	Application Support - EREP Systems	David Moffitt	0 0	8 8	0 0	8 8
		Assigned to Individual Total	0 0	8 8	0 0	8 8
	Application Support - MyCase	Ilya Oyzerskiy	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - Single Signon	Justin Miller	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UI Web	Bret Baker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - UWORKS	Eric Strong	0 0	6 1	0 0	6 1
		Jeff Pryor	0 0	1 0	0 0	1 0
		Shane Otvos	0 0	60 4	0 0	60 4
		Assigned to Individual Total	0 0	67 5	0 0	67 5
	Application Support - Web Dev	Chad Thompson	0 0	6 1	1 0	7 1
		Dave Clark	0 0	3 0	0 0	3 0
		Justin Miller	0 0	1 0	0 0	1 0
		Sudha Rajamani	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	12 1	1 0	13 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Campus Networking	David Sedei	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Hosting	Doug Law	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	5 0	0 0	5 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	19 0	0 0	19 0
	Metro A Desktop Support	Adam Staks	0 0	29 0	0 0	29 0
		Austin Schultz	0 0	1 0	0 0	1 0
		Burton Brown	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Eric Sedgwick	0 0	6 0	0 0	6 0
		Kraig Ellis	0 0	37 0	1 0	38 0
		Michael Barth	0 0	15 1	0 0	15 1
		Mike Beynon	0 0	8 0	0 0	8 0
		Robert Wall	1 0	4 0	0 0	5 0
		Rodney Austin	0 0	1 0	0 0	1 0
		Tracy VanderVaart	0 0	30 2	0 0	30 2
		Assigned to Individual Total	1 0	132 3	1 0	134 3
	Metro A Help Desk	Ed Conrad	0 0	230 0	0 0	230 0
		Edward Fortner	0 0	137 0	0 0	137 0
		Liz Evans	0 0	182 0	2 0	184 0
		Assigned to Individual Total	0 0	549 0	2 0	551 0
	Metro A Hosting	Tom Carney	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0	3 0	0 0	3 0
		Austin Farey	0 0	1 0	0 0	1 0
		Jay Locker	0 0	4 0	0 0	4 0
		Mike Wilde	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	6 0	0 0	6 0
		Stephanie Young	0 0	5 0	0 0	5 0
		Tyler Pearce	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	22 0	0 0	22 0
	Metro B Help Desk	Gary Graham	0 0	2 0	0 0	2 0
		Todd Manning	0 0	6 0	0 0	6 0
		Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Metro C Help Desk	Ross Owen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Network Operations	Brian Chatwin	0 0	3 0	0 0	3 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	3 0	0 0	3 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Operations Production Control	Cal Brinton	0 0	25 0	0 0	25 0
		Christie Burnham	0 0	244 0	0 0	244 0
		Duane Hardy	0 0	34 0	0 0	34 0
		Assigned to Individual Total	0 0	303 0	0 0	303 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	6 0	0 0	6 0
		Jeremy Standifird	0 0	10 1	0 0	10 1
		Jessica Purcell	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Paul Petersen	0 0	3 0	0 0	3 0
		Rod Montoya	0 0	43 0	0 0	43 0
		Ron LeBaron	0 0	3 0	0 0	3 0
		Todd Hardy	0 0	7 0	0 0	7 0
		Troy Morris	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	82 1	0 0	82 1
	Rural North Desktop Support	Dane Smith	0 0	6 0	0 0	6 0
		Don Higgs	0 0	8 0	0 0	8 0
		Kim Ratuszniak	0 0	12 0	0 0	12 0
		Neil Smedley	0 0	11 0	0 0	11 0
		Rodney Peterson	0 0	14 0	0 0	14 0
		Ruston McKay	0 0	30 0	0 0	30 0
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	8 0	0 0	8 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Assigned to Individual Total	0 0	92 0	0 0	92 0
	Rural South Desktop Support	Doug Chaston	0 0	8 0	0 0	8 0
		Doug Thornton	0 0	3 0	0 0	3 0
		Joel Finlinson	0 0	1 0	0 0	1 0
		Lance Nay	0 0	15 1	0 0	15 1
		Lane Adams	0 0	7 1	0 0	7 1
		Ryan Bennett	0 0	5 0	0 0	5 0
		Scott Jesienouski	0 0	8 1	0 0	8 1
		Assigned to Individual Total	0 0	47 3	0 0	47 3
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Tech Support	Bill Brandon	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	4 0	0 0	4 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice Engineering	Tony DiConza	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	8 0	0 0	8 0
		James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	4 0	0 0	4 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	19 0	0 0	19 0
		Assigned to Individual Total	0 0	36 0	0 0	36 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Assigned Group Total		2 0	1,481 42	5 0	1,488 42
Customer Company Total			2 0	1,481 42	5 0	1,488 42

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Development	Clifford Tomlinson	0 0.00	1 2.27	0 0.00	1 2.27
		Assigned to Individual Total	0 0.00	1 2.27	0 0.00	1 2.27
	Application Server Support Team	Doug Law	0 0.00	1 24.38	0 0.00	1 24.38
		Assigned to Individual Total	0 0.00	1 24.38	0 0.00	1 24.38
	Application Services	Bart Purser	1 1.44	15 1.66	1	17 1.63
		Dustin Crump	0 0.00	3 0.93	0 0.00	3 0.93
		Ken Ainge	0 0.00	4 3.46	0 0.00	4 3.46
		Martin Gonzalez	0 0.00	7 25.41	0 0.00	7 25.41
		None	0 0.00	7	0 0.00	7
		Paul Lundell	0 0.00	2 2.89	0 0.00	2 2.89
		Tony Larsen	0 0.00	5 4.05	0 0.00	5 4.05

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Assigned to Individual Total	1 1.44	43 8.73	1	45 8.46
	Application Support - Content Manager	Nate Olson	0 0.00	2 0.52	0 0.00	2 0.52
		Randall Ottesen	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	3 0.54	0 0.00	3 0.54
	Application Support - Data Warehouse	Drew Maxfield	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	1 0.61	0 0.00	1 0.61
	Application Support - EFIND	Anhkim Le	0 0.00	6 147.30	0 0.00	6 147.30
		David Moffitt	0 0.00	1 221.80	0 0.00	1 221.80
		Assigned to Individual Total	0 0.00	7 157.94	0 0.00	7 157.94
	Application Support - EREP Data Processing	David Moffitt	0 0.00	7 357.78	0 0.00	7 357.78
		Assigned to Individual Total	0 0.00	7 357.78	0 0.00	7 357.78
	Application Support - EREP Systems	David Moffitt	0 0.00	8 358.37	0 0.00	8 358.37
		Assigned to Individual Total	0 0.00	8 358.37	0 0.00	8 358.37
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	1 5.63	0 0.00	1 5.63

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - MyCase	Assigned to Individual Total	0 0.00	1 5.63	0 0.00	1 5.63
	Application Support - Single Signon	Justin Miller	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	0 0.00	1 0.85	0 0.00	1 0.85
	Application Support - UI Web	Bret Baker	0 0.00	1 3.35	0 0.00	1 3.35
		Assigned to Individual Total	0 0.00	1 3.35	0 0.00	1 3.35
	Application Support - UWORKS	Eric Strong	0 0.00	6 2.48	0 0.00	6 2.48
		Jeff Pryor	0 0.00	1 2.69	0 0.00	1 2.69
		Shane Otvos	0 0.00	60 2.37	0 0.00	60 2.37
		Assigned to Individual Total	0 0.00	67 2.38	0 0.00	67 2.38
	Application Support - Web Dev	Chad Thompson	0 0.00	6 134.27	1 1.09	7 115.24
		Dave Clark	0 0.00	3 0.98	0 0.00	3 0.98
		Justin Miller	0 0.00	1 0.26	0 0.00	1 0.26
		Sudha Rajamani	0 0.00	2 0.82	0 0.00	2 0.82
		Assigned to Individual Total	0 0.00	12 67.54	1 1.09	13 62.43

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Campus Networking	David Sedei	0 0.00	3 1.51	0 0.00	3 1.51
		Assigned to Individual Total	0 0.00	3 1.51	0 0.00	3 1.51
	Capitol Hosting	Doug Law	0 0.00	1 0.65	0 0.00	1 0.65
		Assigned to Individual Total	0 0.00	1 0.65	0 0.00	1 0.65
	Help Desk	Brenda Treadway	0 0.00	4 0.13	0 0.00	4 0.13
		Eileen Dubach	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	0 0.00	5 0.00	0 0.00	5 0.00
		None	0 0.00	1	0 0.00	1
		Vicky Marrelli	0 0.00	5 0.14	0 0.00	5 0.14
		Assigned to Individual Total	0 0.00	19 0.07	0 0.00	19 0.07
	Metro A Desktop Support	Adam Staks	0 0.00	29 0.54	0 0.00	29 0.54
		Austin Schultz	0 0.00	1 0.08	0 0.00	1 0.08
		Burton Brown	0 0.00	1 0.68	0 0.00	1 0.68

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Eric Sedgwick	0 0.00	6 0.28	0 0.00	6 0.28
		Kraig Ellis	0 0.00	37 0.62	1 0.32	38 0.61
		Michael Barth	0 0.00	15 1.11	0 0.00	15 1.11
		Mike Beynon	0 0.00	8 0.10	0 0.00	8 0.10
		Robert Wall	1 0.99	4 0.37	0 0.00	5 0.49
		Rodney Austin	0 0.00	1 0.40	0 0.00	1 0.40
		Tracy VanderVaart	0 0.00	30 0.70	0 0.00	30 0.70
		Assigned to Individual Total	1 0.99	132 0.62	1 0.32	134 0.62
	Metro A Help Desk	Ed Conrad	0 0.00	230 0.20	0 0.00	230 0.20
		Edward Fortner	0 0.00	137 0.10	0 0.00	137 0.10
		Liz Evans	0 0.00	182 0.09	2 0.00	184 0.09
		Assigned to Individual Total	0 0.00	549 0.14	2 0.00	551 0.14
	Metro A Hosting	Tom Carney	0 0.00	4 0.56	0 0.00	4 0.56
		Assigned to Individual Total	0 0.00	4 0.56	0 0.00	4 0.56

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.36	0 0.00	3 0.36
		Austin Farey	0 0.00	1 0.16	0 0.00	1 0.16
		Jay Locker	0 0.00	4 0.33	0 0.00	4 0.33
		Mike Wilde	0 0.00	1 1.25	0 0.00	1 1.25
		Sean Chadbourne	0 0.00	6 0.48	0 0.00	6 0.48
		Stephanie Young	0 0.00	5 1.14	0 0.00	5 1.14
		Tyler Pearce	0 0.00	2 0.20	0 0.00	2 0.20
		Assigned to Individual Total	0 0.00	22 0.58	0 0.00	22 0.58
	Metro B Help Desk	Gary Graham	0 0.00	2 0.72	0 0.00	2 0.72
		Todd Manning	0 0.00	6 0.18	0 0.00	6 0.18
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	9 0.28	0 0.00	9 0.28
	Metro C Help Desk	Ross Owen	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Brian Chatwin	0 0.00	2 1.52	0 0.00	2 1.52
		Dave Bodily	0 0.00	1 1.62	0 0.00	1 1.62
		Jared Elzinga	0 0.00	3 3.36	0 0.00	3 3.36
		Jeff Reed	0 0.00	1 3.21	0 0.00	1 3.21
		Michael Ostrander	0 0.00	6 3.76	0 0.00	6 3.76
		Assigned to Individual Total	0 0.00	13 3.00	0 0.00	13 3.00
	Operations Production Control	Cal Brinton	0 0.00	25 0.00	0 0.00	25 0.00
		Christie Burnham	0 0.00	244 0.02	0 0.00	244 0.02
		Duane Hardy	0 0.00	34 0.12	0 0.00	34 0.12
		Assigned to Individual Total	0 0.00	303 0.03	0 0.00	303 0.03
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.63	0 0.00	1 0.63
		Jay Barfuss	0 0.00	6 0.00	0 0.00	6 0.00
		Jeremy Standifird	0 0.00	10 1.72	0 0.00	10 1.72
		Jessica Purcell	0 0.00	4 0.02	0 0.00	4 0.02

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Paul Petersen	0 0.00	3 1.62	0 0.00	3 1.62
		Rod Montoya	0 0.00	43 0.16	0 0.00	43 0.16
		Ron LeBaron	0 0.00	3 0.00	0 0.00	3 0.00
		Todd Hardy	0 0.00	7 2.86	0 0.00	7 2.86
		Troy Morris	0 0.00	5 0.22	0 0.00	5 0.22
		Assigned to Individual Total	0 0.00	82 0.62	0 0.00	82 0.62
	Rural North Desktop Support	Dane Smith	0 0.00	6 0.35	0 0.00	6 0.35
		Don Higgs	0 0.00	8 1.15	0 0.00	8 1.15
		Kim Ratushniak	0 0.00	12 0.11	0 0.00	12 0.11
		Neil Smedley	0 0.00	11 0.44	0 0.00	11 0.44
		Rodney Peterson	0 0.00	14 0.11	0 0.00	14 0.11
		Ruston McKay	0 0.00	30 0.66	0 0.00	30 0.66
		Ryan Casey	0 0.00	3 0.60	0 0.00	3 0.60
		Wayne Higgs	0 0.00	8 0.33	0 0.00	8 0.33

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Assigned to Individual Total	0 0.00	92 0.47	0 0.00	92 0.47
	Rural South Desktop Support	Doug Chaston	0 0.00	8 0.28	0 0.00	8 0.28
		Doug Thornton	0 0.00	3 0.00	0 0.00	3 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	15 1.92	0 0.00	15 1.92
		Lane Adams	0 0.00	7 2.02	0 0.00	7 2.02
		Ryan Bennett	0 0.00	5 0.81	0 0.00	5 0.81
		Scott Jesienouski	0 0.00	8 2.80	0 0.00	8 2.80
		Assigned to Individual Total	0 0.00	47 1.52	0 0.00	47 1.52
	Strategic Communications	Luis Larios	0 0.00	1 86.58	0 0.00	1 86.58
		Assigned to Individual Total	0 0.00	1 86.58	0 0.00	1 86.58
	Tech Support	Bill Brandon	0 0.00	1 84.06	0 0.00	1 84.06
		Assigned to Individual Total	0 0.00	1 84.06	0 0.00	1 84.06
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	4 2.23	0 0.00	4 2.23

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	4 2.23	0 0.00	4 2.23
	Voice Engineering	Tony DiConza	0 0.00	1 1.49	0 0.00	1 1.49
		Assigned to Individual Total	0 0.00	1 1.49	0 0.00	1 1.49
	Voice Operations	Gail Christiansen	0 0.00	8 1.15	0 0.00	8 1.15
		James Gifford	0 0.00	1 0.28	0 0.00	1 0.28
		Julie Sabato	0 0.00	1 0.71	0 0.00	1 0.71
		Kelly Johnson	0 0.00	4 0.51	0 0.00	4 0.51
		Leon Owen	0 0.00	3 0.25	0 0.00	3 0.25
		Romanza Hamblin Sorensen	0 0.00	19 0.76	0 0.00	19 0.76
		Assigned to Individual Total	0 0.00	36 0.77	0 0.00	36 0.77
		Voice/Data/WAN Services	Spencer Blodgett	0 0.00	4 3.90	0 0.00
	Assigned to Individual Total		0 0.00	4 3.90	0 0.00	4 3.90
	Assigned Group Total		2 1.21	1,479 6.12	5 0.47	1,486 6.10
Customer Company Total			2 1.21	1,479 6.12	5 0.47	1,486 6.10

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Workforce Services

Detail

INC000000499339	Kym Ney	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	868.37
	Application Support - EFIND	Anhkim Le	Workforce Services	Low Closed	TTR Missed: Yes	868.37
INC000000507605	Elizabeth Thorpe	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	787.14
INC000000511457	Lucy Johnson	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	745.55
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	745.55
INC000000511683	Carla Navarro	None	None	None	TIR Missed: No	0.55
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low Closed	TTR Missed: Yes	799.70
INC000000513631	Becky Chambers	Application	Error	Utah Works	TIR Missed: Yes	725.56
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	725.56
INC000000532417	Carol Jennings	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	520.60
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	520.60
INC000000534473	Iris Pruneda	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	494.48
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	494.48
INC000000537931	Gloria Priday	None	None	None	TIR Missed: No	0.00
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	454.03
INC000000542004	Mike Rice	Application	Error	None	TIR Missed: No	0.08
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	401.52
INC000000542852	June Conn-Solomon	None	None	None	TIR Missed: Yes	391.35
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	391.35
INC000000548870	Annamarie Collins	Application	None	Utah Electronic Resource and E	TIR Missed: Yes	312.92
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	312.92
INC000000555100	Debbie Sheldon	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low Resolved	TTR Missed: No	4.12
INC000000555675	Norman Keith	None	None	None	TIR Missed: Yes	221.80
	Application Support - EFIND	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	221.80
INC000000557187	Jerry Pruitt	PC/Laptop	Hardware	None	TIR Missed: Yes	1.79
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: Yes	24.46
INC000000557895	Jennifer Domenici	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low Closed	TTR Missed: Yes	143.88
INC000000559693	Robin Herrera	None	None	None	TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low Closed	TTR Missed: No	1.10

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Workforce Services

INC000000560677	Teresa Swensen	None	None	None		TIR Missed: No	0.44
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	158.24
INC000000561018	Judy Gardner	Application	None	Novell GroupWise		TIR Missed: No	0.35
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	3.49
INC000000561619	Shauna Vigil	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000563037	Rebecca Weston	None	None	None		TIR Missed: Yes	130.19
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	130.19
INC000000564562	Debbie Stavros	None	None	None		TIR Missed: No	0.72
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000564657	Devin Shipp	Application	Reporting	Microsoft Excel		TIR Missed: No	0.10
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000565369	Nancy Galt	Telecom	Call/Receive	Telephone		TIR Missed: No	0.00
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	
INC000000566300	Valerie Seidel	None	None	None		TIR Missed: Yes	88.88
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	88.88
INC000000566357	Jolyn Bevan	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Tech Support	Bill Brandon	Workforce Services	Low	Closed	TTR Missed: Yes	84.06
INC000000566553	Dan Nelson	PC/Laptop	Performance	None		TIR Missed: No	0.20
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	4.62
INC000000566714	Justin Wadman	None	None	None		TIR Missed: Yes	86.95
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	86.95
INC000000567138	Kristen Floyd	Application	None	Novell GroupWise		TIR Missed: No	0.48
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000567581	Terrie Bouck	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	10.70
INC000000568217	Kerrie Jensen	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	67.81
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	67.81
INC000000568287	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000568335	Gail Nelson Stokes	Application	None	Microsoft PowerPoint		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000568959	Charisse Jeppsen	None	None	None		TIR Missed: No	0.91
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.92

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Workforce Services

INC000000569302	Tiffany Turley	None	None	None		TIR Missed: No	0.06
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000569429	Leslie Baird	None	None	None		TIR Missed: No	0.19
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000569847	Alfredo Travassos Jr	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.13
INC000000570023	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000570278	Brandi Gunnell	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000570448	Kathy Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000570467	Kasandra Asay	PC/Laptop	Performance	None		TIR Missed: No	0.12
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: Yes	19.89
INC000000570655	Nancy Galt	None	None	None		TIR Missed: No	0.64
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000570760	Jerry Norton	PC/Laptop	None	None		TIR Missed: No	0.62
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000570867	Kevin burt	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000570880	Debbie Sheldon	None	None	None		TIR Missed: No	0.68
	Application Development	Clifford Tomlinson	Workforce Services	Low	Closed	TTR Missed: No	2.27
INC000000570888	Becky Chambers	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	25.69
INC000000571214	Ilya Oyzerskiy	None	None	None		TIR Missed: No	0.88
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000571248	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.72
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000571268	Scott Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000571314	Jerry Norton	Application	None	None		TIR Missed: No	0.07
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000571486	Nicole Butkovich	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: Yes	10.46

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INC000000571512	Ron Wilkey	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000571534	Jeremy Sheikh	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.00
INC000000571739	Doug Larsen	None	None	None		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000571846	Jerry Pruitt	PC/Laptop	None	None		TIR Missed: No	0.35
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000571942	Ron Wilkey	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000571991	Jerry Norton	None	None	None		TIR Missed: No	0.23
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000571993	Jennifer Lee Nelson	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000572004	Jerry Norton	None	None	None		TIR Missed: Yes	5.63
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	5.63
INC000000572029	Gloria Bock	Application	None	Utah Works		TIR Missed: Yes	2.69
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	2.69
INC000000572038	Darrin Nielsen	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000572254	Laurie Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572268	Kacey Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572275	Laurie Johnson	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572278	Debra Slotboom	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572279	Estefana Gutierrez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000572283	Dawn Lay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.03
INC000000572289	Mark Evans	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.67

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Workforce Services

INC000000572294	Nazanin Nourmohammadi	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572299	Elizabeth Carver	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572306	Kay Hopkins	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000572310	Gregory Bates	Application	Reporting	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000572319	Joyce Burningham	PC/Laptop	None	None	TIR Missed: No	0.24
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000572346	Kelly Farley	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000572353	Michael Parker	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000572366	Phillip Redlinger	Application	Password	Utah Electronic Resource and E	TIR Missed: No	0.14
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000572367	Ryan Burton	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572377	Jody McMillan	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000572381	Tracy Harris-Belnap	Application	Error	DWS Web	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: Yes	10.40
INC000000572397	Jeri Uresk	None	None	None	TIR Missed: No	0.06
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000572406	Michelle Conley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000572427	Seth Whitmill	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	
INC000000572428	Brian Thatcher	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572435	Shirley Hilton	PC/Laptop	None	None	TIR Missed: No	0.14
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000572450	Claudio Arancibia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31

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INC000000572451	Kay Hopkins	None	None	None		TIR Missed: No	0.82
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000572454	Rebecca Farnsworth	Application	Reporting	Utah Works		TIR Missed: Yes	1.22
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.75
INC000000572466	Tom Olsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572477	Rebecca Sangberg	None	None	None		TIR Missed: No	0.94
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000572478	Robyn Thomas	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000572491	Brodie Panter	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	2.85
INC000000572504	George Aguilar	None	None	None		TIR Missed: Yes	1.32
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	2.36
INC000000572511	CindaLee Hall	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572520	Chuck Curtin	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000572525	Monty Peart	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000572541	Danielle Deming	None	None	None		TIR Missed: No	0.26
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000572544	Karen Quackenbush	Telecom	Feature	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572546	Karen Quackenbush	Telecom	Feature	Telephone		TIR Missed: No	0.11
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000572547	Jake Gaston	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000572550	Worthy Glover Jr	Application	None	ZENworks for Desktops		TIR Missed: Yes	1.19
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	1.19
INC000000572556	Sonya Erickson	Application	None	Novell Messenger		TIR Missed: No	0.12
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	3.31
INC000000572559	Wendy Rosenthal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07

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INC000000572578	Lani Wilson-Klingsporn	Telecom	None	None		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000572580	Kim Torman	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000572583	Thomas Paul	Telecom	Voice Mail	None		TIR Missed: No	0.21
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000572592	BK Keown	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000572598	Gloria Bock	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000572602	Weston Miller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000572604	Carol Goode	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000572615	Michael Fawks	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000572622	Sean Headden	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572625	Katherine Thomas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000572628	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572632	Twila Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572641	Melissa Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000572644	Jenifer Roylance-Franco	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.03
INC000000572657	Karen Ellsworth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572668	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572671	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000572696	Sarah Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000572700	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572701	Daniel Heyworth	None	None	None		TIR Missed: No	0.00
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000572705	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572706	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572712	Joanne Jacobsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572717	Joanne Jacobsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572719	Tammy Berrie	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000572730	Gilda Castillo	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000572744	Rod Jensen	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000572745	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572748	Sally Egbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572750	Darijana Kovacevic	Network	Error	Active Directory		TIR Missed: No	0.67
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000572773	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572797	David Egan	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000572799	Jennifer Edwards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572804	Eric Tanner	PC/Laptop	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.41

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INC000000572806	Deb Coffey	Application	Password	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000572825	David Horton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572827	David Horton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572832	Susette Webb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572834	Susette Webb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572836	Terri Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572839	Susette Webb	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572842	BK Keown	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572859	Brooke Coster	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000572867	Becky Chambers	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000572875	Jeremy Sheikh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000572880	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572886	Rebecca D Anderson	None	None	None		TIR Missed: Yes	1.67
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000572898	Sara Hudgins	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000572905	Amber Jackson	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.11
INC000000572926	Lisa Arnold	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572929	Heather Loertscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000572937	Richard Donegan	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.11
INC000000572946	Sheila Oelerich	None	None	None		TIR Missed: No	0.23
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000572952	Brodie Panter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572954	Mardee Thompson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000572963	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000572984	Samuel Hendricksen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000573017	Cassy Hahn	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Medium	Closed	TTR Missed: No	0.00
INC000000573018	Debbie Sheldon	None	None	None		TIR Missed: Yes	1.24
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	15.79
INC000000573019	Kaylee Ashdown	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573020	Kim Torman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573021	Ammi Rowley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573024	Gilda Castillo	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573048	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573073	Sheryl Nisely	Application	Reporting	None		TIR Missed: Yes	1.21
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000573089	Katherine Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	5.47
INC000000573091	Stephanie Mckee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573098	Jeff Shockley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000573104	Brenda Brown	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000573113	Stephanie Mckee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573121	Raymond Caldwell	PC/Laptop	Error	None		TIR Missed: No	0.22
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000573127	Yalonda House	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000573144	Donald Senter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573150	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573169	Noelle Bradford	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000573172	Clay Martin	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573186	Lonny Marchbanks	Network	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000573189	Patricia Oneil-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000573191	Brent Fife	Network	Error	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	2.20
INC000000573207	Ashley Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573213	Mary Silva	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000573214	Rodney Peterson	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	1.61
INC000000573219	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573239	Faye Hubbard	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	2.25
INC000000573244	Colby Barton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000573275	Melissa Beagley	None	None	None		TIR Missed: No	0.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.36
INC000000573282	Cory Pearson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000573288	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000573305	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573311	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573318	Ashley Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573319	Leeann Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573321	Ashley Johnson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573322	Edna Sanchez	None	None	None		TIR Missed: Yes	1.02
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000573331	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573347	Leeann Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573350	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573354	Liz Lobato	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573371	Brian Thatcher	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000573372	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573374	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573378	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000573379	Michele Cuburu	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000573386	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573389	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573393	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573397	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573402	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573405	Kacey Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000573409	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573413	Nancy Galt	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000573415	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573417	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573420	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573425	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573428	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573434	Brian Aston	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573435	Brian Aston	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573436	Teresa Meyer	None	None	None		TIR Missed: Yes	6.17
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	6.17

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INC000000573438	Brian Aston	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573462	Amber Jackson	Application	Error	Gmail		TIR Missed: No	0.15
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000573479	Estefana Gutierrez	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: Yes	6.67
INC000000573486	Yalonda House	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000573500	Dennis Canning	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000573506	Kathy Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573510	Katherine Thomas	None	None	None		TIR Missed: Yes	2.57
	Strategic Communications	Luis Larios	Workforce Services	Low	Closed	TTR Missed: Yes	86.58
INC000000573513	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573514	Amanda McPeck	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000573516	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573518	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573521	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573522	Lisa Vongthongchit	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573527	Dawn Nelson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000573529	Kuuipo Malungahu	Telecom	Call Management	Telephone		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	2.25
INC000000573530	Darrin Nielsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000573538	Weston Miller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000573540	Bradley Stone Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000573552	Lyndie Degraw Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573567	Darrin Nielsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573580	Caroline Coats Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573612	Danette Groesbeck Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573623	Jared Chamberlain Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573635	Clyde D Hansen Application Support - Data Warehouse	None Drew Maxfield	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.61 0.61
INC000000573656	Crecia Baker Rural North Desktop Support	PC/Laptop Kim Ratushniak	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573660	Shantelle Roberts Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573661	Shantelle Roberts Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573664	Lloyd Pendleton Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573729	Jennifer Cunningham Rural North Desktop Support	PC/Laptop Neil Smedley	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573731	Janean Justham Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	1.96 1.96
INC000000573739	Helen Sawyer Rural South Desktop Support	Application Doug Chaston	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573740	Helen Sawyer Rural South Desktop Support	Application Doug Chaston	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573745	Kim Hathaway Rural South Desktop Support	None Lane Adams	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.17 0.18
INC000000573761	Deborah Servis Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000573770	Troy Evans	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573781	Leyla Escobar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573786	Bret Pope	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.24
INC000000573804	Jon Pierpont	Telecom	IP	Telephone	TIR Missed: No	0.14
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000573808	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573809	Tiffany Daines	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573813	Rebecca D Anderson	Application	Error	None	TIR Missed: No	0.43
	Application Services	Bart Purser	Workforce Services	Low Closed	TTR Missed: No	1.45
INC000000573817	James Mitchell	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000573826	BK Keown	None	None	None	TIR Missed: Yes	1.40
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.40
INC000000573831	Shawna Gelhard	PC/Laptop	None	None	TIR Missed: No	0.17
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000573832	Gabby Calero	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573835	Becki Bryce	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573840	Cindy Bertagnolli	Application	Password	None	TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000573856	Rowena York	Application	Error	Novell GroupWise	TIR Missed: No	0.17
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000573857	Kathryn Neibert	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573869	Tiffany Daines	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573873	Paula Rigby	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000573875	Fay Tan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.59
INC000000573879	Cindy Bertagnolli	None	None	None	TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000573885	Gail Boyd	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000573896	Nathan Dopp	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573916	Kenneth Martinez	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573919	Keith Frank	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573938	Lori Groves	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000573948	Bonnie L Kelsey	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.25
INC000000573955	Michelle Beebe	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573961	Eugenia Artamonova	Telecom	None	Telephone	TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Workforce Services	Low Closed	TTR Missed: No	0.36
INC000000573963	Nancy Andrew	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000573965	Michelle Slaughter	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573972	Scott Teuscher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573973	Carolyn Parsons	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.43
INC000000573974	Darrin Nielsen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573977	Lynda Bonner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000573983	Estefana Gutierrez	Application	None	None	TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low Closed	TTR Missed: No	0.95

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INC000000573988	Jackie Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574011	Lonny Marchbanks	PC/Laptop	None	None		TIR Missed: No	0.10
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000574016	Nan Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574019	Melanie M Hales	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574027	Vint DeGraw	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574029	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574033	Amy Larsen	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000574037	Marilu Uribe	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574042	Stephen Manzione	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000574047	Carrie Papworth	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000574050	Tracy Barrera	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000574051	Becky Fisher	Application	Error	Citrix ICA Client		TIR Missed: No	0.33
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000574054	Carol Lowman	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: N/A	
INC000000574055	Linda Hansen	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000574058	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574068	Melinda Adams	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574069	Laura Carter	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000574075	Shane ODell Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574076	Sergio Bernabeu Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000574079	Bridget Johnson Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574080	Tiffany Chojnowski Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574083	Bill Eckenbrecht Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574085	Stefanie Elskamp Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574090	Scott Butterfield Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574092	Katherine Abel Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574093	Scott L Tanner Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574096	Paula Johns Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574099	Patrick Sandoval Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574100	Jane Burt Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574103	Kalani Huber Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574104	Annamarie Collins Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574108	Courtney Rushton Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574111	Mark Petrie Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574113	Teal Davis Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00

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INC000000574115	Kathy Martinez Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574117	Dyanna Butterworth Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574118	Leah Ly Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574119	Mark Petrie Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574122	Joanna Smith Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574123	Jeudi Chav Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574128	Nicole Kerwood Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574129	Victoria Solares Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574130	De Ette Richards Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000574131	Rebecca Williams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574132	Jenny Sweetland Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574133	Sherry Bird Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574134	Teri Brinkerhoff Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000574135	Kathryn Murdock Application Services	Application None	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574138	Jonathan Parrish Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574139	Shelly Riggs Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574141	Tenzin Chazotsang Application Services	Application Tony Larsen	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00

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INC000000574142	Martha Jensen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574144	June Bradfield Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574149	Julie Beagley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574151	John Cone Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574154	Leigh Page Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574159	Susan Taggart Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574160	Jana Nell Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574164	Becky Fisher Application Services	Application Ken Ainge	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574168	Candace Gray Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574170	Cheryl Earl Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574172	Joel Finch Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000574177	Marianne Turner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574180	Sharon Lowe Rural South Desktop Support	Application Ryan Bennett	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.05
INC000000574181	Stacy Stenovich Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574189	Keith Collinwood Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574197	Carilee B Wilson Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574199	Koral Vasquez Rural North Desktop Support	Application Rodney Peterson	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000574200	Stacey Mendoza	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574205	Jeff Shockley	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574219	Donna Robles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574220	Trish West	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574222	Paula Johns	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000574235	Rebecca Bell	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000574236	Eric Martinson	None	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000574237	Joyce Burningham	Telecom	Feature	Telephone		TIR Missed: No	0.28
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000574239	Cheryl Whitney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574245	Carol Lowman	PC/Laptop	Error	None		TIR Missed: No	0.37
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000574248	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574252	Laura Carter	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Medium	Closed	TTR Missed: No	
INC000000574257	Nichole Pusey	Application	Error	Citrix ICA Client		TIR Missed: No	0.48
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000574258	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574262	Trish West	None	None	None		TIR Missed: No	0.08
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000574266	Joanna Smith	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574268	Jeremy Millsap	Application	Error	Citrix ICA Client		TIR Missed: No	0.26
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26

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INC000000574269	Phuc Nguyen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574270	Linda Hansen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.21
INC000000574272	Jefferson Barrett Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574277	Tricia Fuhriman Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574278	Logan Ellsworth Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000574282	Randi Carter Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574283	Stacy Stenovich Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.34 0.34
INC000000574285	Illeen Beck Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574288	Sokhan York Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Medium	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574292	Marilyn Fischer Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574295	Paula Johns Metro A Help Desk	Application Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.15
INC000000574298	Bill Eckenbrecht Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574303	Julie Beagley Metro A Help Desk	Application Liz Evans	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574305	Kathryn Murdock Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574311	Jana Nell Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000574312	Jeff Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574315	Jeff Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000574316	Paula Johns	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000574317	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574319	Jeff Dart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574321	Kalani Huber	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000574322	Weston Miller	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574323	Krzysztof Barchanski	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000574324	Paula Johns	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574326	Rebecca Williams	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574330	Leeann Madsen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574334	Rebecca Williams	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574336	John Cone	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000574340	Christina Gale	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000574341	Elizabeth Cheney	None	None	None	TIR Missed: No	0.15
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.30
INC000000574342	Jenny Barrow	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000574345	Robb Smith	Application	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000574347	Jane Randquist	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000574361	Olga Cooper	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.06

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INC000000574368	Holli Turner	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574380	Carol Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000574396	Sherrie Reed	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574397	Sheryl Benton	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574400	Lidya Hardy	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574408	Nan Powell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574411	Heather Sawley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000574478	Freddie Ann Stevenson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574480	Cathy Swain	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574483	Rebecca Murdock	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574485	Milton Olsen	Application	Password	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: Yes	9.10
INC000000574487	Tiffany Turley	None	None	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low	Closed	TTR Missed: No	3.21
INC000000574495	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574497	Mandy Blauer	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574498	April Galinski	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574501	Freddie Ann Stevenson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574503	Grazyna Janeczko	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000574504	Laneth Hang	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000574505	Susan Pierson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000574506	Michele White-Milgate	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574508	Elizabeth Thorpe	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000574526	Iris Pruneda	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000574529	Jonathan Mathews	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.65
INC000000574533	Amber Jackson	None	None	None		TIR Missed: No	0.51
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	2.97
INC000000574534	Kathryn Grover	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574545	Shelley Dial	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000574546	Steffanie Hicks	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.58
INC000000574550	Tom Turley	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000574551	Nazanin Nourmohammadi	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000574553	Dawn Nelson	Application	Password	Novell GroupWise		TIR Missed: No	0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000574563	Trish West	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574574	Colby Barton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.86
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000574575	Jo Jacobsen	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000574581	Martha Jensen	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000574583	Jonathan Parrish	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574591	Jenny Hansen	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000574596	Jerry Norton	PC/Laptop	None	None		TIR Missed: No	0.07
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000574602	Marilyn Wallis	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574604	Sherry Bird	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574606	Dana Simper	Application	None	Gmail		TIR Missed: No	0.13
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.08
INC000000574608	Cheryl Brown	Application	None	Gmail		TIR Missed: No	0.09
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.73
INC000000574609	Russell King	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574626	Sydney Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574643	Lauri Wunderlich	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574647	Kimber Burks	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000574650	Ruth Warby	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574656	Sandra Davis	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574667	Kristen Floyd	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000574669	Teresa Swensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574672	Brook Mecham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574690	Michele Cuburu	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.11

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INC000000574701	Natalie Lee	Application	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.23
INC000000574709	Lara Rudloff	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000574716	Kim-Ngan Lam	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	5.96
INC000000574721	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574724	Shunda Pope	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574725	Dixie Baughman	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574727	Mary Nay	Application	Password	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000574734	Milagros Santos	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000574736	Liz Lobato	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574737	Leigh Page	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574739	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574747	JaNea Lund	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574752	Leora Lopez	None	None	None		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000574753	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000574763	Darrin Nielsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574765	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574767	Cheryl Bakker	None	None	None		TIR Missed: Yes	2.22
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.70

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Workforce Services

INC000000574770	Dale Ownby	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574774	Zenaida Martinez	None	None	None		TIR Missed: Yes	2.18
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.70
INC000000574793	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574798	Jenny Benson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574813	Leigh Page	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574816	Elizabeth Bailey-Durst	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000574818	Jackie Dalton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000574820	Karen Ojeda	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Austin Schultz	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000574843	Carol Lowman	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000574866	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574870	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574876	Michael Hanley	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000574879	Nathan Dopp	Application	Error	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574880	Nathan Dopp	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574881	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574885	Gilda Castillo	Application	Error	Content Manager		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574899	Brian Richards	PC/Laptop	Performance	None		TIR Missed: No	0.84
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.84

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INC000000574912	Becky Chambers	None	None	None		TIR Missed: No	0.26
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000574916	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000574919	Nathan Dopp	None	None	None		TIR Missed: No	0.61
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000575172	Melinda Hawker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575177	Melinda Hawker	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575180	Leilani Palmer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575182	Victoria Solares	Network	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575185	Joe Coccimiglio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575198	Jenny Hansen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575202	Sheryl Benton	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575218	Wendy Horne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575221	Chris Boyadjian	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575228	Sandra Pyper	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575233	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575234	Lori Jacobazzi	Telecom	None	None		TIR Missed: No	0.09
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	5.31
INC000000575254	Peggy Killian	Application	Password	Utah Master Directory		TIR Missed: No	0.30
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000575255	Marilu Uribe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000575257	Michele White-Milgate	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575260	Jake Huntsman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000575268	Valentine Mukundente	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575269	Sally Egbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000575272	Valentine Mukundente	None	None	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000575273	Patrea Faulkner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575292	Robert Chambers	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000575300	Danette Groesbeck	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000575307	Theresa Tann	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000575308	Tina Kappos	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000575320	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000575324	Raymond Spray	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575337	Rebecca D Anderson	Application	Error	Offender Tracking		TIR Missed: Yes	2.63
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	2.63
INC000000575340	Robin Mackelprang	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575344	Sarka Dever	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575349	Gerald Gansey	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	4.50
INC000000575354	Matt Bulloch	None	None	None		TIR Missed: Yes	2.56
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	2.56

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INC000000575365	Penny Stevens Metro B Desktop Support	PC/Laptop Tyler Pearce	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000575372	Tina Kappos Operations Production Control	Application Duane Hardy	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.59
INC000000575383	Patrea Faulkner Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575402	Brian Richards Metro A Desktop Support	Network Kraig Ellis	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000575407	Vaiolini Poli Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000575414	Karen Ellsworth Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575417	Jamie Escobia Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.46
INC000000575429	Glen Nickerson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000575440	Carol Lowman Application Services	PC/Laptop Ken Ainge	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000575441	Heidi R Thomas Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
INC000000575456	Lara Rudloff Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000575476	Debbie Sparks Voice Operations	Application Romanza Hamblin Sorensen	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.83
INC000000575494	Mary Ann Keefer Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.55 0.55
INC000000575497	Cathy Paiz Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575502	Sarah Pickard Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.41
INC000000575525	Jake Huntsman Rural South Desktop Support	Network Ryan Bennett	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000575537	Sheila Fry Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.28

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INC000000575538	Jay Hafen	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000575552	Ron Wilkey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575557	Cheryl Earl	Application	Error	None		TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000575560	Derrek Child	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000575570	Son Chau	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000575582	Ruth Warby	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000575632	Kelly Farley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575668	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575681	Chris Reed	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000575696	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575698	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575703	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000575705	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575719	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575731	Matt Garrett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575759	Patrick Frost	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000575776	Molly Wengreen	None	None	None		TIR Missed: No	0.59
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.59

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INC000000575792	Robert Birkinshaw	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000575800	Christi Seger	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000575825	Paul Ruth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000575836	Kristine Larson	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.32
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000575843	Phuc Nguyen	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000575844	Nichole Pusey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575848	Samuel Hendricksen	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000575849	Kari L Allen	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575852	Melissa Schneller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000575856	Claudio Arancibia	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.83
INC000000575858	Richard Donegan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000575861	Tricia Fuhrman	Telecom	Call/Receive	Telephone		TIR Missed: No	0.30
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000576015	Patricia Kamai	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576017	Joanna Smith	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000576026	Gary Gibbs	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576032	Candace Powers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576037	Daniel Herbert-Voss	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000576038	Leigh Page	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576046	Susan Taggart	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576056	Jenica Sheldon	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000576060	Christian Ulberg	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000576062	Maugasola Tua	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000576063	Kayleen Hansen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000576073	Richard Moysh	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000576074	Marilyn Wallis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576075	Anita Pedersen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000576076	Kelly Farley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000576083	Brian Smith	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000576086	Trisha Nielson	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000576091	Susan Weaver-Levet	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000576097	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576101	Sarah Smith	None	None	None		TIR Missed: No	0.02
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000576102	Jana Kano	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576113	Sovanna Nuon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000576119	Kathryn Murdock	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576120	Gerald Gansey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000576122	Gloria De Vaca	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000576148	Jenny Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576151	Rachael Licciardone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576157	Melissa Romero-McKean	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000576167	Valerie Martin	None	None	None		TIR Missed: No	0.72
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: Yes	6.94
INC000000576169	Jenny Hansen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000576194	Tami Huntington	Application	None	Microsoft Excel		TIR Missed: No	0.74
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000576196	Christi Seger	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000576200	Thomas Ivory	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576209	Cindy Arndt	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000576219	Lloyd Pendleton	Application	Error	Novell GroupWise		TIR Missed: No	0.20
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000576239	Ben Stalling	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000576243	Blaine Cook	Application	None	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	4.24
INC000000576262	Jenica Sheldon	PC/Laptop	Error	Microsoft Windows Operating S		TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000576264	Clint Church	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.93

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INC000000576272	Siupeli Vainuku	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000576276	Jill Black	None	None	None		TIR Missed: No	0.26
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000576278	Clint Church	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576280	Clint Church	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576281	Alyshia Jenkins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576289	Terry MacFarlane	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000576300	Cindy Adams	Telecom	IP	Telephone		TIR Missed: No	0.18
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000576338	Rob Haltom	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576356	Steven Opager	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576365	Marilyn Martello	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.76
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.76
INC000000576369	Gloria Bock	PC/Laptop	None	None		TIR Missed: Yes	3.56
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	3.56
INC000000576372	Holli Turner	None	None	None		TIR Missed: Yes	1.32
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.32
INC000000576383	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576389	Debra McKee	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000576411	Weston Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576416	Clayton Cederlof	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UI Web	Bret Baker	Workforce Services	Low	Closed	TTR Missed: No	3.35
INC000000576420	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000576427	James Mitchell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576441	Helen Sawyer	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576452	Anita Pedersen	None	None	None		TIR Missed: No	0.40
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000576455	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576458	Ashley Baker	Network	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000576459	Robin Parker	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576478	Shauna Havey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576481	Wendy Horne	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000576485	Lisa Vongthongchit	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576495	Kerry Herrmann	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000576497	Susette Webb	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000576509	Jo Jacobsen	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000576510	Susette Webb	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576511	Junie Anderson	Application	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000576513	Milton Olsen	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000576525	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576528	Karen Quackenbush	Telecom	Call/Receive	Telephone		TIR Missed: No	0.43
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.43

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INC000000576536	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576537	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576538	Carissa Johnson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000576539	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576546	Barbara Croft	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000576566	Cecilia Giron	PC/Laptop	None	None		TIR Missed: No	0.06
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000576569	Dawn Nelson	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000576603	Linda Wirtjes	None	None	None		TIR Missed: Yes	2.23
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.23
INC000000576606	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576699	Jeri Uresk	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576710	Jaynee Kimber	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576713	Ashley Johnson	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576720	Noah Zemke	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576738	David Baldwin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576744	David Moore	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000576750	Melisa Stark	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576758	Patrea Faulkner	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.45

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INC000000576764	Troy Lamb	Application	Error	Utah Works		TIR Missed: Yes	1.95
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.25
INC000000576770	Tina Kappos	Application	None	Utah Works		TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000576783	Connie Green	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000576788	Kiersten Nielsen	None	None	None		TIR Missed: Yes	3.06
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.09
INC000000576796	Marie Higgins	None	None	None		TIR Missed: No	0.20
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000576803	Edina Cesko-Wilson	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000576816	Kim-Ngan Lam	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000576856	Denise Iverson	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000576866	Sarah Smith	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000576869	Chuck Curtin	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000576888	Judy Kearns	Application	Error	Utah Works		TIR Missed: No	0.62
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000576891	Jackie Christensen	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000576901	Natalie Young	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000576902	Janet Gale	None	None	None		TIR Missed: No	0.92
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000576907	Jill Black	None	None	None		TIR Missed: No	0.59
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000576916	Doug Larsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576917	Norman Keith	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.60

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INC000000576918	Carol Hansen	None	None	None		TIR Missed: No	0.80
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000576928	Michele Cuburu	Application	Error	None		TIR Missed: No	0.41
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000576957	Bradley Salmond	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000576993	James Mitchell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000576998	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577027	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577050	Leeann Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577053	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577057	David Cote	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577058	Susan Quist	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577063	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577072	JaNea Lund	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577074	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577076	Shad West	Telecom	Voice Mail	Telephone		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000577079	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577084	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577089	Tina Kappos	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000577092	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577093	Jeff Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577103	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577112	Kathy Link	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577113	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577114	Colleen Gearheart	Application	None	Novell GroupWise		TIR Missed: Yes	1.09
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	4.60
INC000000577118	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577128	Jake Huntsman	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	8.60
INC000000577131	Joanie Alvarez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000577137	Nazanin Nourmohammadi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577143	Rebecca Williams	PC/Laptop	Hardware	None		TIR Missed: No	0.29
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000577148	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577149	Ledia Kita	Application	None	Medicaid Managed Care System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000577156	Mariessa Turner	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000577164	Sonya Erickson	Application	Password	Microsoft Excel		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000577169	Ron Dunn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577170	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000577171	Rebecca Ntshalintshali	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.39
INC000000577196	Rosalinda Tsosie	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577199	Lillian Bayles	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577205	Amber Jackson	Application	Error	Utah Works	TIR Missed: No	0.44
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.44
INC000000577207	Lynnette McKee	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000577209	Heather Nordgren	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577215	Yalonda House	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000577242	Helen Thatcher	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000577250	Judianne Collins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Closed	TTR Missed: No	
INC000000577253	Jennifer Asplund	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000577265	Sarah Tolbert	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577268	Brian Aston	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000577282	Deann Cardon	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577327	Patrea Faulkner	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577367	Nathan Dopp	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577369	Crecia Baker	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000577384	Nazanin Nourmohammadi	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00

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Workforce Services

INC000000577393	Edina Cesko-Wilson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577396	Diane Lovell	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000577445	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577446	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577454	Desiree Jones	Network	Error	None		TIR Missed: No	0.45
	Application Services	Bart Purser	Workforce Services	High	Closed	TTR Missed: No	1.44
INC000000577458	Peggy Barton	None	None	None		TIR Missed: Yes	1.98
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: Yes	10.61
INC000000577463	Debbi Warmus	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577465	Betty Betham	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577466	Elizabeth Thorpe	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577470	Estefana Gutierrez	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577472	Rebecca Murdock	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577473	Sheila Fry	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577474	Alex Zenner	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577475	Leigh Page	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577477	Rochelle Green	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577479	Leilani Palmer	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000577480	Sheryl Benton	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000577482	Sarka Dever Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577484	Joanna Smith Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577487	Shane ODell Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577490	Sandy Flores Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577491	Paula Johns Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577492	Janice Nelson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577495	Diane Zylks Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577496	Debbie Stavros Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577500	Mark Wimber Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577502	Ashley Davis Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577503	June Bradfield Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577507	Michael A Mills Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577508	Stacy Stenovich Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577510	Robert Chambers Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577511	Nichole Pusey Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577514	Jennifer Domenici Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.01 7.29
INC000000577515	Teri Brinkerhoff Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00

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Workforce Services

INC000000577516	Cheryl Earl Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577518	Nicole Kerwood Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577525	Kathryn Murdock Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577532	Marianne Turner Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577535	Zana Jokic Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.21
INC000000577536	Jeudi Chav Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577540	Mike Cook Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577541	Becky Fisher Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577543	Linda Hansen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577545	Steffanie Hicks Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577546	Mary Conder Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577547	Teal Davis Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577548	Marie Higgins Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.33
INC000000577560	Steffanie Hicks Application Services	None Ken Ainge	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 9.38
INC000000577565	Brent Wintch Application Services	Network Bart Purser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000577569	Eric Tanner Application Services	Application Martin Gonzalez	None Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 11.45
INC000000577576	Eric Tanner Metro B Desktop Support	None Tyler Pearce	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.33

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Workforce Services

INC000000577623	Anthony Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577631	JaNea Lund	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577643	Sarah Lu	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577656	Leigh Page	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577675	Randilee Spencer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577686	Patrea Faulkner	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577692	Lloyd Pendleton	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000577693	Nazanin Nourmohammadi	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577694	Annette Davis	Application	Error	Utah Works		TIR Missed: Yes	1.67
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000577700	Patrea Faulkner	None	None	Medicaid Managed Information :		TIR Missed: No	0.35
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000577704	Brad V Bailey	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000577710	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577715	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577718	Peggy Mitchell	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000577720	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577727	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577735	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000577750	Rebecca Sangberg	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000577751	Robin Parker	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000577760	Jayne Kimmer	None	None	None		TIR Missed: Yes	24.38
	Application Server Support Team	Doug Law	Workforce Services	Low	Closed	TTR Missed: Yes	24.38
INC000000577766	Carrie Peterson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577771	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577787	TYLER HULL	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577796	Nathan Dopp	None	None	None		TIR Missed: No	0.57
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000577816	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577818	Stephanie Bourdeaux	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000577829	Robert Chambers	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000577839	Shirley Hilton	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000577842	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577867	Christine Mayne	None	None	None		TIR Missed: No	0.90
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000577881	Leslie Judd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.15
INC000000577883	Barbara Croft	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	2.10
INC000000577898	Teresa Swensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577902	Allen Penrod	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.79

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Workforce Services

INC000000577908	Patti Fryhling	Telecom	None	None		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000577923	Troy Evans	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000577936	Nancy Galt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000577958	Abel Macias	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000577961	Sarah Lu	PC/Laptop	None	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000577970	Kimber Burks	None	None	None		TIR Missed: No	0.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000577984	TYLER HULL	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578001	Marina Hilton	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000578033	Mindy Gygi	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578039	Cynthia Lehnig	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578041	Cynthia Lehnig	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578044	Cynthia Lehnig	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578050	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578064	Joshua Reeves	None	None	None		TIR Missed: No	0.74
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000578066	Zachary Whitwell	Application	None	None		TIR Missed: No	0.72
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000578070	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578085	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000578086	Cindy Bertagnolli	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000578087	Melissa Presley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578089	Melissa Presley	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578100	Barbara Croft	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578110	Worthy Glover Jr	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578148	Fredrick Ntabwoba	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578168	Christine Mayne	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578171	Brie Lenhart	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578268	Kim Auberger	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000578270	Kalani Huber	Network	Performance	Citrix ICA Client	TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low Closed	TTR Missed: No	0.65
INC000000578271	Doris Robinson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000578276	Kari L Allen	Network	Performance	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000578284	Sokhan York	Network	Performance	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000578287	Debra Mace	Application	Reporting	Business Intelligence Tool	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.36
INC000000578293	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed: No	0.04
	Voice Operations	Gail Christiansen	Workforce Services	Low Resolved	TTR Missed: No	2.89
INC000000578294	Michele White-Milgate	Network	Performance	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000578304	Bonnie L Kelsey	Application	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.16

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Workforce Services

INC000000578305	Maricela Flores	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578307	Kevin Shingleton	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.84
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.72
INC000000578310	Karen Hess	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000578321	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578323	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578325	Tene' Howell	None	None	None		TIR Missed: No	0.65
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000578335	Mike Rice	Application	None	None		TIR Missed: No	0.22
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	1.37
INC000000578339	Maria Nak	Application	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	
INC000000578350	Jane Randquist	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000578364	Anna Rodriguez	Application	Error	Novell GroupWise		TIR Missed: No	0.30
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.25
INC000000578368	Melissa McBride	None	None	Office of Recovery Services Infc		TIR Missed: No	0.44
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000578376	Antonio Alconero	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578387	Alexia Murphy	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000578391	Jane Randquist	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000578392	Sherida Hicks	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000578417	Bryan Kessinger	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000578423	Rebecca D Anderson	None	None	None		TIR Missed: Yes	1.09
	Application Support - Web Dev	Chad Thompson	Workforce Services	Medium	Closed	TTR Missed: No	1.09

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INC000000578430	Dana Martinez	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578442	DeeDee Fleming	None	None	None		TIR Missed: No	0.33
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000578452	Matthew Goodman	Application	Reporting	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000578453	Eric Tanner	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000578458	Michele Cuburu	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000578461	Mariessa Turner	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000578467	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000578490	Johnny Bedore III	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000578491	Son Chau	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000578498	Leslie Judd	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000578499	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000578530	Molly Morehouse	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.48
INC000000578533	Cassandra Pickle	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.43
INC000000578542	Bill Featherstone	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000578548	Chris Banks	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000578554	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578555	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000578564	Milton Olsen	None	None	None		TIR Missed: No	0.50
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000578570	Kalani Huber	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578574	Noelle Bradford	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578576	Alice Edman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578586	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578596	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578606	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578611	Kris Springer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000578622	John Paul	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578624	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000578654	Leyla Escobar	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000578679	Jeremy Rich	Telecom	Feature	Telephone		TIR Missed: No	0.31
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.90
INC000000578683	Dixie Baughman	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578686	Maddy Cuascut	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578692	Merrill Black	Application	Error	Utah Works		TIR Missed: Yes	1.01
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.50
INC000000578704	Heidi R Thomas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000578733	Dawna Kranendonk	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.50

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INC000000578735	Araueni Olivares	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578740	Brenda Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000578741	Edwin Camacho	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578747	Janos Carpenter	PC/Laptop	Hardware	None	TIR Missed: Yes	1.99
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.99
INC000000578751	Brenda Jensen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578774	Benjamin R Patterson	Network	Error	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578775	Lindsey Johnson	Network	Error	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578776	Lindsey Johnson	Application	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578777	Nancy K Butler	Application	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578778	Brooke LaFazia	Application	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578779	Debbie Zaugg	Application	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578780	Andrea Hayes	Application	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578787	Samuel Hendricksen	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.73
INC000000578790	Melissa Presley	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578791	Melissa Presley	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578792	Melissa Presley	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578793	Melissa Presley	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000578794	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578795	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578796	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578797	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578798	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578799	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578800	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000578801	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579046	Sergio Bernabeu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579047	Denise Iverson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579052	Stephanie Bourdeaux	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579059	Heidi R Thomas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000579063	Phuc Nguyen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579068	Kelly Spafford	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579081	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579084	Phuc Nguyen	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579091	Stephanie Hardman	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.44

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INC000000579104	Richard Maners	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579121	Lant Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	1.28
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	1.43
INC000000579126	LaDawn Rivera	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579127	Danielle Clark	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000579133	Steven Opager	Application	None	Utah Works		TIR Missed: Yes	2.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.55
INC000000579136	Rene Meza	Application	Error	Utah Works		TIR Missed: No	0.48
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000579138	Nancy Andrew	None	None	None		TIR Missed: Yes	2.35
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.35
INC000000579146	Stacy Neal	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000579158	Jessica Applegate	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000579159	Edina Cesko-Wilson	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000579164	Chris Kynaston	Application	Password	Content Manager		TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000579166	Jennifer Domenici	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000579177	Rachael Lancaster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.12
INC000000579179	Amy Harris	Application	Error	Avaya IP Softphone		TIR Missed: No	0.28
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000579183	Jeremy Henson	None	None	None		TIR Missed: No	0.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000579210	Jacquelyn Harris	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579217	Pam Malone	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.12

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INC000000579221	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579227	Shannon Charlson	Application	Error	Sex Offender Notification and R		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000579237	Maritza Rojas-Erickson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579240	Cassidy Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579296	Chris Witney	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000579330	Casey Lance	PC/Laptop	Performance	None		TIR Missed: No	0.25
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000579352	Lant Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579356	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579358	Sally Egbert	Application	Error	eFIND/eSHARE		TIR Missed: Yes	2.29
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	4.80
INC000000579388	Cory Moss	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000579393	Eva Monroe	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579417	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579422	Maritza Rojas-Erickson	None	None	None		TIR Missed: No	0.75
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000579439	Tom Turley	None	None	None		TIR Missed: No	0.14
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000579441	Jeanne Moore	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000579444	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579450	Jaime Henriquez	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000579462	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579466	Teresa Swensen	None	None	None		TIR Missed: No	0.23
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000579476	Adriana Morgan	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000579480	Dana Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579500	Roseanna Bills	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000579501	Edwin Camacho	Application	Error	None		TIR Missed: No	0.10
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000579508	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579516	Jennifer Owens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579520	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579527	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579530	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579532	June Bradfield	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: Yes	15.74
INC000000579534	Lauryn Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579562	Nanette Ward	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000579566	Jacquelyn Harris	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000579588	Kris Springer	Application	None	Novell GroupWise		TIR Missed: No	0.43
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000579594	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000579601	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579603	Melissa Presley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579611	Chris Kynaston	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579612	Jaime Henriquez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000579615	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579627	Terri Waters	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579658	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579661	Jill Kunde	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579681	Amy Rindlisbacher	Application	Error	Utah Works		TIR Missed: No	0.66
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000579710	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579711	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579712	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579719	Jayme Day	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000579798	Tyler Sorenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579813	Marlene Lindsey	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579819	Patrea Faulkner	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000579827	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00

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Workforce Services

INC000000579829	Sally Egbert	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579833	Robin Herrera	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579835	Maria Nak	None	None	None	TIR Missed: No	0.02
	Application Support - Web Dev	Dave Clark	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000579841	Karen Shepherd	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579856	Erin Robinson	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579857	Autumn Armstrong	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579869	Marlene Lindsey	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000579889	Terry L Banks	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Closed	TTR Missed: No	0.25
INC000000579890	Sharen Welsh	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579901	Tricia Mecham	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579903	Shelley Dial	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579906	Kathy Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579920	Paul Fasig	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000579925	Nichole Pusey	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low Closed	TTR Missed: No	3.15
INC000000579927	Tamie Turcasso	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.66
INC000000579929	Leyla Escobar	Application	Error	Content Manager	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000579933	Tamie Turcasso	Network	Error	None	TIR Missed: No	0.21
	Network Operations	Brian Chatwin	Workforce Services	Low Closed	TTR Missed: N/A	

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INC000000579937	Veronica Comandone	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000579945	Jan Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000579954	Jean Fisher	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.87
INC000000579961	John Dietrich	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000579963	Annette Davis	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000579971	Melissa McBride	PC/Laptop	None	None		TIR Missed: No	0.36
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000579973	Tyler Sorenson	None	None	None		TIR Missed: No	0.35
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000580001	Autumn Armstrong	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580011	Sanobi Johnson	Network	None	None		TIR Missed: No	0.34
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000580019	DeeDee Fleming	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580030	Kristan Hall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000580040	Lisa Vongthongchit	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.58
INC000000580049	Shirley Hilton	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000580066	Lyndie Thornton	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000580067	Debbie Westbroek	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580070	Debbie Westbroek	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580072	Ingrid Alvarado-Hamilton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08

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Workforce Services

INC000000580075	Cassy Hahn	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000580076	Cassy Hahn	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000580078	Patti Sellers	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	1.08
INC000000580086	Bonnie L Kelsey	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000580110	Diana Apperson	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000580141	Justin Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580147	Randy Hopkins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580152	Rebecca Smith	None	None	None		TIR Missed: No	0.26
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000580157	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580159	Sean Pickett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580162	Karen Quackenbush	Telecom	Voice Mail	None		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.65
INC000000580163	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580209	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580233	Marie Higgins	Telecom	Dial Tone	Telephone		TIR Missed: No	0.46
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	2.09
INC000000580241	Bill Montague	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580263	Connie Shearwood	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000580270	Jefferson McClellan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000580275	Joann Wetzel	None	None	None		TIR Missed: No	0.71
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000580286	Dan Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580289	Kathy Hart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580317	Lisa Zaugg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580344	Nicola Stark	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000580356	Danette Groesbeck	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580362	Noah Zemke	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580392	Jeremy Barton	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000580395	Rachael Lancaster	Telecom	Voice Mail	None		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000580404	Stephanie Bourdeaux	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580423	Marilu Uribe	Application	Error	Citrix ICA Client		TIR Missed: No	0.19
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000580425	Rhett Wilson	Application	Error	Utah Works		TIR Missed: No	0.52
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.17
INC000000580438	Mike Cook	Application	Reporting	Novell GroupWise		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000580439	Muris Prses	Application	Password	PGP		TIR Missed: No	0.03
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000580521	Diana Apperson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000580527	Noah Zemke	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000580540	Victoria Solares	Application	Error	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	4.03

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INC000000580541	Christopher Myers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580553	Alice Edman	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000580557	Lani Dick	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000580558	Steve Madigan	PC/Laptop	None	None		TIR Missed: No	0.29
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000580559	Nan Powell	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580566	Heidi R Thomas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.22
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000580571	Jerrold Penprase	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000580582	Becky Thacker	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000580587	Norene Webster	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000580588	Vickie Tiley	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000580595	Mark Evans	PC/Laptop	None	Microsoft Word		TIR Missed: No	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000580608	Vilma Flores	None	None	Content Manager		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	4.25
INC000000580610	Jeremy Sheikh	Application	Error	DWS Intranet		TIR Missed: No	0.11
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000580612	Teresa Gentry	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	4.23
INC000000580613	Shauna Heil	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000580617	Jeremy Sheikh	None	None	None		TIR Missed: No	0.33
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000580620	Liz Lobato	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.05

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INC000000580629	Karla Augire	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.07
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	1.01
INC000000580634	James Mitchell	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000580650	Jennifer Domenici	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580653	Jolynn Badame	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580664	Johnny Bedore III	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000580667	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000580678	Leslie Judd	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000580682	Shauna Havey	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580708	Jill Black	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580716	Ashley Baker	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000580720	Andrea Cervantes-Camero	Application	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000580786	Victor Angeles	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.41
INC000000580794	Janos Carpenter	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580795	Zachary Whitwell	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580796	Zachary Whitwell	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580797	Zachary Whitwell	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000580875	Jaime Henriquez	None	None	None	TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Workforce Services	Low Closed	TTR Missed: No	0.33

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Workforce Services

INC000000580877	Natasha Davis Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000580880	Janos Carpenter Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580892	Kristen Floyd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580893	Vivian Brown Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580902	Danielle Wilson Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580909	Sonia Ayala Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.33
INC000000580913	Leslie Minaya Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580916	Karen Hess Rural North Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000580929	Lorelle Poulsen Voice/Data/WAN Services	Network Spencer Blodgett	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 8.50
INC000000580941	Amber Jackson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000580945	Neil Rollins Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000580974	Jonathan Parrish Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000580976	Ron Dunn Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000581000	Mary McConaughy Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000581018	Stephen Nebeker Metro A Help Desk	Application Edward Fortner	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000581045	Cathleen McKenzie Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000581049	Shirley Hilton Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 1.62

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Workforce Services

INC000000581053	Junie Anderson	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000581062	Casey Maldonado	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581069	Sally J Critchlow	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000581071	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581084	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581098	Sonja Sheffer	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581100	Karen Shepherd	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581108	Kris Springer	None	None	None		TIR Missed: No	0.11
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000581115	Allen Penrod	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: Yes	6.61
INC000000581121	James Mitchell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581177	Ammi Rowley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581180	Jimmy Smith	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581181	Kathy Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581184	Randi Carter	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581190	Brian Peirce	Network	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000581223	Tawnia Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000581234	Devin Hill	Network	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000581241	Karen Quackenbush	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000581251	Crystal Jiron-Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581252	Vanessa Washington	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000581263	Deann Caussyn	Server	None	None		TIR Missed: No	0.54
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000581265	Susette Webb	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581272	Cliff Whatcott	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581276	Susan Taggart	Application	Password	Active Directory		TIR Missed: No	0.41
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000581277	Lela King	Application	Reporting	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581295	Sheryl Benton	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000581302	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581308	Elizabeth Cheney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000581321	Valentine Mukundente	None	None	None		TIR Missed: Yes	1.25
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	5.13
INC000000581323	Jacquelyn Harris	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000581325	Melinda Hawker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581332	Jake Parlett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581341	Jody McMillan	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000581345	Edwin Camacho	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000581350	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581354	Lynn Purdin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000581383	Marie Higgins	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000581384	Nancy Andrew	None	None	None		TIR Missed: No	0.18
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000581390	Brian Richards	Network	None	None		TIR Missed: Yes	1.47
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000581394	Marianne Turner	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581397	Lori Groves	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581408	Darrin Nielsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581409	Dan Nelson	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000581420	Lance Soffe	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581430	Nancy Andrew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581433	Nancy Andrew	None	None	None		TIR Missed: No	0.78
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000581435	Geoffrey Landward	None	None	None		TIR Missed: No	0.93
	Metro A Desktop Support	Robert Wall	Workforce Services	High	Closed	TTR Missed: No	0.99
INC000000581439	Carol Conti	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000581445	Valerie Olsen	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581447	Toni Jex	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000581448	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000581450	Edwin Camacho	Network	None	Utah Master Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.53
INC000000581456	Lincoln Hansen	None	None	None	TIR Missed: Yes	1.28
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low Closed	TTR Missed: No	1.33
INC000000581466	Deo Sharma	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000581507	Tony Granados	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000581515	Lynn Thomas	None	None	None	TIR Missed: No	0.72
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	0.72
INC000000581518	Carolyn Parsons	None	None	None	TIR Missed: No	0.61
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.61
INC000000581529	Thomas Clark	Telecom	None	None	TIR Missed: Yes	1.49
	Voice Engineering	Tony DiConza	Workforce Services	Low Closed	TTR Missed: No	1.49
INC000000581535	Carilee B Wilson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000581540	Mary Roybal	PC/Laptop	Hardware	None	TIR Missed: Yes	1.12
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	1.13
INC000000581552	Penny Stevens	None	None	None	TIR Missed: No	0.23
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.75
INC000000581558	Peggy Mitchell	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.42
INC000000581577	Gordon Snow	None	None	None	TIR Missed: No	0.31
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low Closed	TTR Missed: No	0.31
INC000000581586	Darla Roberts	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000581656	Troy Evans	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.15
INC000000581671	Lyn Frohlich	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000581683	Sharon Peake	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000581691	Shallen Kimber	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.08

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INC000000581706	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000581710	Ryan Budge	None	None	None		TIR Missed: No	0.15
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.98
INC000000581741	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581746	Sandra Davis	None	None	None		TIR Missed: No	0.22
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000581750	Nikita Gonnuscio	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581769	Cheryl Whitney	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000581791	Sandy Terry	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581801	Joseph Demma	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581827	Joshua Hawkins	Application	None	Java Platform SE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581835	Yvette Woodland	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000581840	Quinten Klingonsmith	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	3.45
INC000000581842	Laneth Hang	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000581849	Maria Nak	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581852	Melissa Beagley	None	None	None		TIR Missed: Yes	2.06
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.06
INC000000581856	Mindy Gygi	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000581863	Bonnie L Kelsey	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000581868	Milagros Santos	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.87

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INC000000581873	Robert Goodwin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000581874	Natalie Henderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000581876	Earl Thompson	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000581884	Rachael Lancaster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581885	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581891	David Busk	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581892	Eric Martinson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000581894	Deo Sharma	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.07
INC000000581913	Heather Sawley	Telecom	Call/Receive	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000581921	Brandon Street	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000581937	Tawnia Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000581944	Shonie Barker	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000581957	Joanie Alvarez	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000581966	Mitchell Kamens	None	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000581980	Joan Norton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582003	Annamarie Collins	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000582029	Edwin Camacho	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000582065	Leora Lopez	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582073	Joe Edman	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000582084	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582094	Verlin Christensen	None	None	None		TIR Missed: Yes	2.08
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.08
INC000000582107	Sherry Stevens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582117	Tanner Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000582119	Chris Boyadjian	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000582120	Zenaida Martinez	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000582131	Bonnie Johnson	None	None	None		TIR Missed: No	0.60
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.60
INC000000582140	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582141	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582323	Lori Jacobazzi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582327	Susana Acero	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582332	Bradley Salmond	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582341	Bradley Salmond	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000582350	Nazanin Nourmohammadi	Application	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000582356	Gregory Bates	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000582368	David Brand	PC/Laptop	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000582376	Leigh Page	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000582396	Sally Egbert	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582413	Tanya Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582443	Sokhan York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582447	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed: No	0.71
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000582450	Jerry Pruitt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000582458	Deb Coffey	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000582486	Carol Conti	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582490	Heidi Torres	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582496	Peggy Barton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582499	Nancy Robison	Application	None	Adobe Reader		TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000582523	Kimberley Schmeling	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000582541	Vicki Giesler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000582554	Bridgit Wekluk	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000582561	Tony Granados	Application	Error	DWS Web		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000582578	Jan Thompson	None	None	None		TIR Missed: No	0.20
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.80

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INC000000582579	Shasta Rebol	Network	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000582626	Jeff Dart	Application	None	Novell GroupWise	TIR Missed: Yes	1.06
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: No	6.00
INC000000582655	Kendra Owens	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.12
INC000000582659	Kendra Owens	Application	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000582665	Rachel Anderson	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000582669	Jan Hunt	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000582672	Leigh Page	Network	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	
INC000000582673	Martin Palmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582682	Gail Nelson Stokes	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.53
INC000000582687	Dave Laycock	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000582691	Simone Ongoongotau	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582706	Kendrick Lafleur	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Resolved	TTR Missed: No	0.06
INC000000582714	Tenzin Chazotsang	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582718	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582721	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582728	Patrice West	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000582730	Cynthia Barlow	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000582737	Darl Valdez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582738	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582755	Judy Mattinson	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Capitol Hosting	Doug Law	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000582769	Verner Iglesias	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000582795	Wayne Brickey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000582808	Casey Lance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582814	Jolynn Badame	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582817	Dan Hooten	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000582824	Joe Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582826	Marie Higgins	None	None	None		TIR Missed: No	0.10
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000582831	LeeAnn Glass	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582901	Nancy Robison	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000582924	Dallin Rempp	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582938	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582948	David Busk	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000582955	Jacqueline Gene	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000582975	Danette Groesbeck	Network	None	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	1.62

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INC000000582976	John Dietrich	Application	Error	Novell Messenger	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583074	Heather Shuman	Telecom	Call/Receive	Telephone	TIR Missed: No	0.19
Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000583092	Elizabeth Cheney	Network	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000583096	Melissa Bracken	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583103	Debbie Westbroek	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583108	Camie Galt	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000583111	Rosalee Hafen	Wireless Connectivity	None	None	TIR Missed: No	0.15
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000583122	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583145	Sherry Stevens	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583153	Shelley Esplin	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583160	Terrie Bouck	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000583161	Margo Weeks	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583163	Kim Auberger	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583171	Kasia Tuaitanu	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000583189	Shelli Goble	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.20
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000583203	Kristen Floyd	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583206	Joy Majors	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03

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INC000000583233	Debbie Westbroek	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583240	Lela King	Telecom	Coverage Path	Telephone		TIR Missed: No	0.40
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.79
INC000000583251	Reese Cooper	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000583270	Joe Degennaro	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000583280	Rachael Lancaster	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000583312	Kendra Owens	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000583320	Robert Goodwin	Application	Error	Computerized Unemployment B		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000583322	Bruce Lamb	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000583327	Kenny Hicken	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000583330	Joy Majors	Application	Reporting	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000583343	Robyn Spongberg	PC/Laptop	None	None		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000583359	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583366	Andy Mathis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000583377	Valerie Martin	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000583381	Shannon Charlson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000583385	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583392	Barbara Andersen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000583394	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000583400	Rebecca D Anderson	Application	None	None		TIR Missed: No	0.32
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Medium	Closed	TTR Missed: No	0.32
INC000000583409	Alan Pettersson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583414	Kerry A Cole	Application	Error	Utah Works		TIR Missed: No	0.06
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	9.40
INC000000583415	Bob Coash	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583427	Kym Ney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583468	Jennifer Domenici	None	None	None		TIR Missed: No	0.70
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000583472	Maria Torres	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000583479	Kelly E Rees-Maw	None	None	None		TIR Missed: Yes	3.06
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: Yes	9.04
INC000000583485	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583494	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583509	Vivian Brown	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000583512	Doris Robinson	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583513	Connie Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583539	Clo Towers	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583544	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583552	Verlin Christensen	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000583553	Alan Norton	None	None	None		TIR Missed: No	0.04
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000583562	Jerry Culwell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583706	Heather Loertscher	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000583738	Jana Kano	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583756	Wayne Fillmore	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583767	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583825	Lela King	Application	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.57
INC000000583831	Rebecca Weston	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583841	Dorothy Williams	None	None	None		TIR Missed: Yes	3.18
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.21
INC000000583852	Keith Collinwood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583867	Keith Heaton	Network	Error	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000583873	Samantha Spradling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583875	Michelle Bristol	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583882	Scott G Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583883	Kim Wilcox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000583906	Debbie Sheldon	None	None	None		TIR Missed: No	0.80
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	3.46
INC000000583909	Chris Kynaston	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19

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INC000000583916	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583919	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583923	Sanobi Johnson	Application	Error	Visio		TIR Missed: No	0.33
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000583926	Jayne Kimber	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583934	Lorena Padilla	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583937	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583948	Jennifer Cunningham	None	None	None		TIR Missed: No	0.12
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000583952	Dennie Tsuya	None	None	None		TIR Missed: Yes	2.10
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.15
INC000000583981	Stella L Salazar	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000583995	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000584003	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584006	Elizabeth Thorpe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584044	Katherine Pace	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000584122	Jayne Kimber	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584142	Cyndy McKenzie	None	None	None		TIR Missed: No	0.06
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000584151	Julie Beagley	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	1.27
INC000000584172	Gerald Gansey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.53

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Workforce Services

INC000000584174	Nancy Galt	Telecom	Coverage Path	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000584180	Ryan Reeder	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584188	Leigh Page	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000584197	Yvonne Krause	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584202	Julie Beagley	None	None	None		TIR Missed: No	0.18
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	2.35
INC000000584220	Jennifer Cunningham	None	None	None		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000584221	Melanie M Hales	Application	Reporting	None		TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000584226	Crystal Beck	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000584228	Angela Kirsling	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584235	Robin Parker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584237	Nancy Durrant	PC/Laptop	Hardware	None		TIR Missed: No	0.74
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000584241	Robin Parker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584246	Melody Farnsworth	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584267	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000584269	Leigh Page	None	None	None		TIR Missed: No	0.70
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000584283	Patrea Faulkner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	1.56
INC000000584287	Brandy Kulow	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000584289	Brandy Kulow	Application	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584309	Leigh Page	None	None	None		TIR Missed: No	0.16
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000584316	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000584331	Melody Farnsworth	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000584353	Mardee Thompson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.04
INC000000584354	Glenda Snodgrass	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000584361	Stephanie Bourdeaux	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584378	Charleen Neff	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000584379	Tonia Jones	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000584389	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000584493	Jerry Culwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584501	Joyce Burningham	Application	None	BlueZone		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584536	Jennifer Orvin	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000584564	Wendy Horne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	5.85
INC000000584586	Alleyn Kinney	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.67
INC000000584592	Marianne Turner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584628	Debra Slotboom	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19

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Workforce Services

INC000000584650	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584653	Patrice West	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584682	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584685	Trish West	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000584725	Sepa Taula	Network	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Resolved	TTR Missed: No	2.84
INC000000584741	Cindy Gillespie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584755	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000584767	Jenny Jensen	Application	None	Novell GroupWise		TIR Missed: No	0.85
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	3.24
INC000000584769	Pam Malone	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000584781	Gregory Whittaker	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000584793	Leslie Judd	None	None	Novell Messenger		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584804	Lisa Lynn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000584855	Jimmy Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584896	Margo Weeks	Telecom	Hardware	None		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000584913	Kaylene Whicker	PC/Laptop	Hardware	None		TIR Missed: No	0.44
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000584923	Samuel Hendricksen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000584926	Rachael Lancaster	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000584947	Debra Zavala	PC/Laptop	Performance	None		TIR Missed: No	0.06
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000584951	Rachael Lancaster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584967	Jackie Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584969	Norma Pech-Rousin	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584971	Stella L Salazar	Application	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000584980	Jan Chumbley-Gardner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000584986	Jeff Dart	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000584991	Bruce Lamb	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000585005	Stephanie Harding	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585017	Christina Lloyd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585027	Ryan Burton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585033	Elizabeth Cheney	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585071	Pam Malone	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000585174	Mary Ann Lawson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585194	Alyshia Jenkins	Network	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000585196	Barbara Bloomfield	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000585210	Becky Chambers	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.29

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INC000000585217	Jamie Escobia	None	None	None		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000585222	Andrea Henderson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000585236	BK Keown	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000585240	Harut Torosyan	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000585251	BK Keown	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585252	Becky Chambers	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000585253	Kathy Guymon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585261	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585283	James Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000585298	Mimose Montes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585300	Jeff Lesueur	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000585308	James Stavros	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000585309	BK Keown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585332	Joshua Reeves	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585333	Kristan Hall	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000585337	Jeana Bahr	None	None	None		TIR Missed: No	0.26
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000585343	Dawna Blackett-Lopez	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.38

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INC000000585346	Larry Sparks	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585351	Dawna Blackett-Lopez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000585360	Leeann Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585361	Nate Talley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000585370	Kristan Hall	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585378	Solomon Scheidell	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000585381	Melody Farnsworth	Application	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000585383	Trish West	PC/Laptop	Performance	None		TIR Missed: No	0.15
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000585390	Ron Wilkey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585426	Zenaida Martinez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585447	Mirela Krkic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000585472	Tara Connolly	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000585484	Glenda Furlong	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	1.74
INC000000585489	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585491	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585493	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585498	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000585500	Melody Farnsworth	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585509	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585514	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585560	Nikita Gonnuscio	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585566	Derrek Child	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000585569	Janet Jolley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000585570	EasterSeals EasterSeals	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000585577	Weston Gross	None	None	None		TIR Missed: No	0.18
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000585583	Crecia Baker	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000585599	Carrie Peterson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00